

Illinois Commerce Commission
Docket 02-0160
Z-Tel's Data Request 14

Request:

All documents that describe or relate to the process by which Ameritech notifies its retail operations or its retail marketing operations when an Ameritech Customer switches to an alternative local exchange carrier.

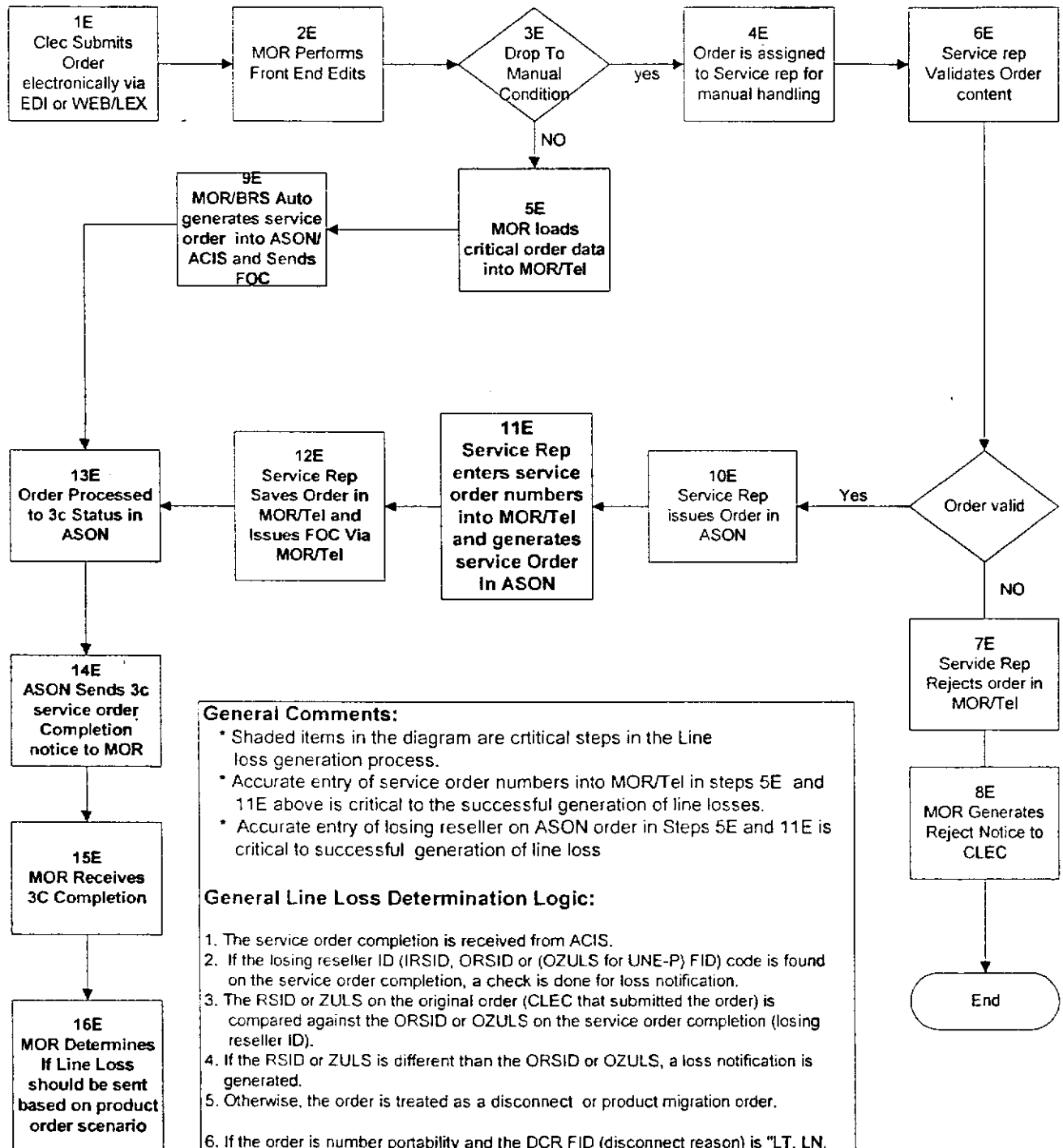
Response:

See General Objections. Without waiving these objections, see attached documentation.

Illinois Commerce Commission
Docket 02-0160
Z-Tel
3/26/02 P. 4

Issue 7/LSOR 4

Line Loss Electronic (EDI/Web LEX) Order Flow



General Comments:

- Shaded items in the diagram are critical steps in the Line loss generation process.
- Accurate entry of service order numbers into MOR/Tel in steps 5E and 11E above is critical to the successful generation of line losses.
- Accurate entry of losing reseller on ASON order in Steps 5E and 11E is critical to successful generation of line loss

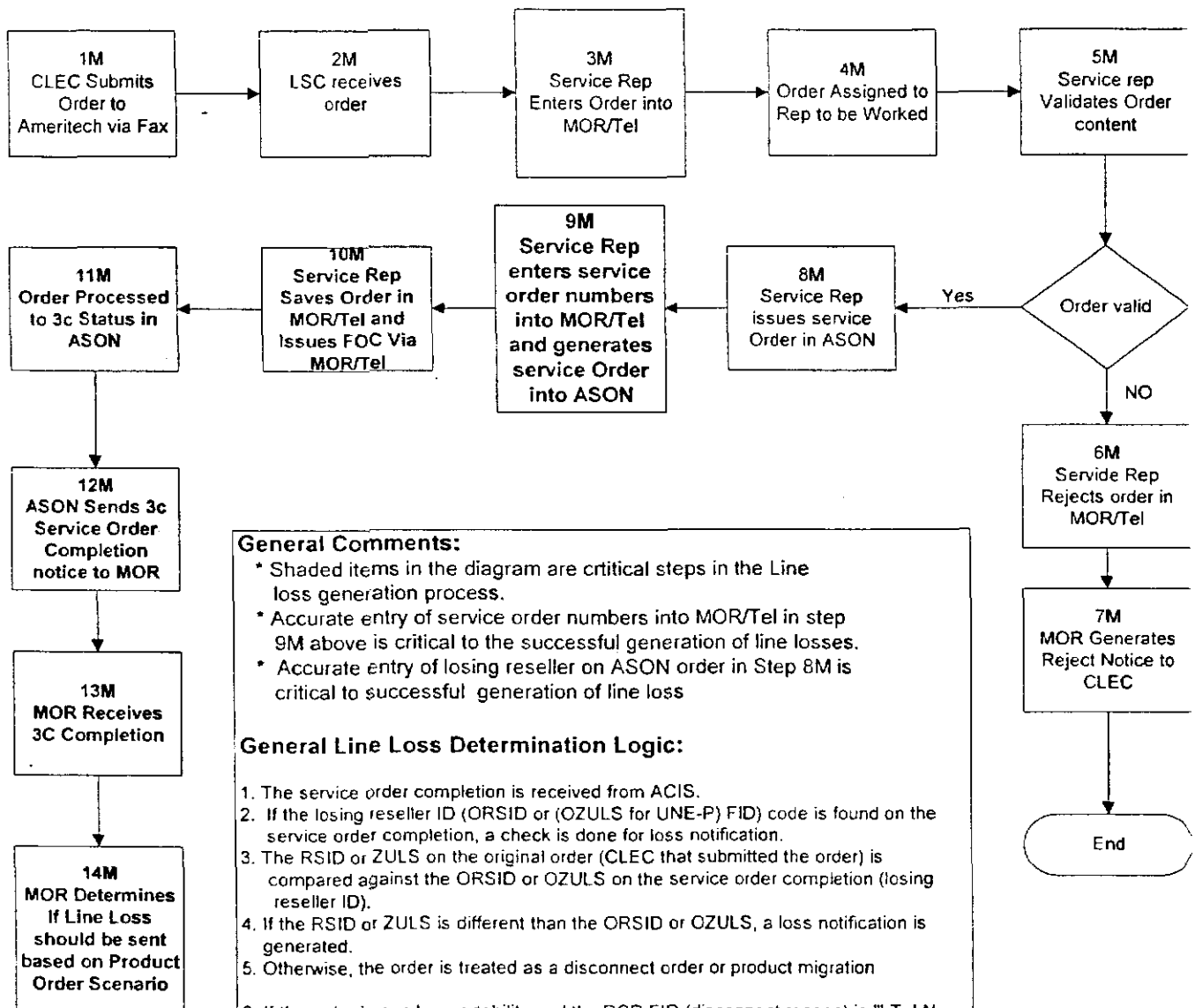
General Line Loss Determination Logic:

1. The service order completion is received from ACIS.
2. If the losing reseller ID (IRSID, ORSID or (OZULS for UNE-P) FID) code is found on the service order completion, a check is done for loss notification.
3. The RSID or ZULS on the original order (CLEC that submitted the order) is compared against the ORSID or OZULS on the service order completion (losing reseller ID).
4. If the RSID or ZULS is different than the ORSID or OZULS, a loss notification is generated.
5. Otherwise, the order is treated as a disconnect or product migration order.
6. If the order is number portability and the DCR FID (disconnect reason) is "LT, LN, PT, or PL", and the OZBU and AECN (ALTERNATE EXCHANGE CARRIER NAME) FID is populated, a loss notification is sent

Note: Specific Line Loss determination logic varies by Product Order Scenario. Refer to product order scenarios for detailed line loss determination logic by product order.

Issue 7/LSOR 4

Line Loss Manual Order Flow



General Comments:

- * Shaded items in the diagram are critical steps in the Line loss generation process.
- * Accurate entry of service order numbers into MOR/Tel in step 9M above is critical to the successful generation of line losses.
- * Accurate entry of losing reseller on ASON order in Step 8M is critical to successful generation of line loss

General Line Loss Determination Logic:

1. The service order completion is received from ACIS.
2. If the losing reseller ID (ORSID or (OZULS for UNE-P) FID) code is found on the service order completion, a check is done for loss notification.
3. The RSID or ZULS on the original order (CLEC that submitted the order) is compared against the ORSID or OZULS on the service order completion (losing reseller ID).
4. If the RSID or ZULS is different than the ORSID or OZULS, a loss notification is generated.
5. Otherwise, the order is treated as a disconnect order or product migration
6. If the order is number portability and the DCR FID (disconnect reason) is "LT, LN, PT, or PL", and the OZBU and AECN (ALTERNATE EXCHANGE CARRIER NAME) FID is populated, a loss notification is sent

Note: Specific Line Loss determination logic varies by Product Order Scenario. Refer to product order scenarios for detailed line loss determination logic by product order.

Order Scenarios

1) Wholesale to Retail (Winback) (including Full and Partial)

- a) Resale to Retail
- b) UNE-P to Retail
- c) Facility Based (Loop, Loop w/LNP, Stand-alone LNP) to Retail

2) Wholesale to Wholesale (CLEC A-to-CLEC B) (including Full and Partial)

- a) Resale to Resale
- b) Resale to UNE-P
- c) Resale to Facility Based (Loop, Loop w/LNP, Stand-alone LNP)
- d) UNE-P to Resale
- e) UNE-P to UNE-P
- f) UNE-P to Facility Based (Loop, Loop w/LNP, Stand-alone LNP)
- g) Facility Based (Loop, Loop w/LNP, Stand-alone LNP) to Resale
- h) Facility Based (Loop, Loop w/LNP, Stand-alone LNP) to UNE-P
- i) Facility Based (Loop, Loop w/LNP, Stand-alone LNP) to Facility Based (Loop, Loop w/LNP, Stand-alone LNP)

3) Retail to Wholesale (including Full and Partial)

- a) Retail to Resale
- b) Retail to UNE-P
- c) Retail to Facility Based (Loop, Loop w/LNP, Stand-alone LNP)

Service Orders Created – Line Loss Notification Trigger

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
1.	WHOLESALE TO RETAIL (Winback)	service orders (not created as result of LSR).		
1.A.	Resale to Retail			
1.A.1	Resale to Retail (full)	C – Change service order	C service order – “completion” status ORSID identifies losing CLEC Note F	C service order – “completion” status Requires presence of WNBK FID ONOCN identifies losing CLEC
1.A.2	Resale to Retail (partial – main)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to retail)	Both C and N service orders – “completion” status RSID identifies losing CLEC Note F	Both C and N service orders – “completion” status Requires presence of WNBK FID NOCN identifies losing CLEC
1.A.3	Resale to Retail (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to retail)	Both C and N service orders – “completion” status RSID identifies losing CLEC Note F	Both C and N service orders – “completion” status Requires presence of WNBK FID NOCN identifies losing CLEC

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
1.B.	UNE-P to Retail			
1.B.1	UNE-P to Retail (full)	D – Disconnect service order (current CLEC) N – New service order (setting up account for retail)	Both D and N service orders – “completion” status OZULS identifies losing CLEC Note F	Both D and N service orders – “completion” status Requires presence of WNBK FID ONOCN identifies losing CLEC
1.B.2	UNE-P to Retail (partial – main)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to retail)	Both C and N service orders – “completion” status ZULS identifies losing CLEC. Note F	Both C and N service orders – “completion” status Requires presence of WNBK FID NOCN identifies losing CLEC
1.B.3	UNE-P to Retail (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to retail)	Both C and N service orders – “completion” status ZULS identifies losing CLEC Note F	Both C and N service orders – “completion” status Requires presence of WNBK FID NOCN identifies losing CLEC
1.C.	Facility Based to Retail			
1.C.1	Facility Based to Retail (full)	N – New service order (setting up account for retail)	Note B	Note B
1.C.2	Facility Based to	N – New service order	Note B	Note B

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
	Retail (partial – main)	(setting up account for retail)		
1.C.3	Facility Based to Retail (partial – aux)	N – New service order (setting up account for retail)	Note B	Note B
2.	Wholesale to Wholesale (CLEC-to-CLEC)	service orders (created as result of LSR).		
2.A	Resale to Resale			
2.A.1	Resale to Resale (full)	C – Change service order	C service order – “completion” status ORSID identifies losing CLEC Note F	C service order – “completion” status If Migration (ACT V or W), ONOCN identifies losing CLEC
2.A.2	Resale to Resale (partial – main)	C – Change service order (set up account for TNs migrating to winning CLEC) N – New service order (re-establish account with TNs staying with current CLEC)	Both C and N service orders – “completion” status ORSID identifies losing CLEC Note F	Both C and N service orders – “completion” status If Migration (ACT V or W), ONOCN identifies losing CLEC
2.A.3	Resale to Resale (partial – aux)	C – Change service order (remove TNs lost) N – New service order	Both C and N service orders – “completion” status RSID identifies losing CLEC	Both C and N service orders – “completion” status If Migration (ACT V or W), NOCN identifies losing CLEC

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
		(set up account for TNs migrating to winning CLEC)	Note F	
2.B.	Resale to UNE-P			
2.B.1	Resale to UNE-P (full)	C – Change service order	C service order – “completion” status ORSID identifies losing CLEC Note C Note D Note F	C service order – “completion” status If Migration (ACT V), ONOCN identifies losing CLEC
2.B.2	Resale to UNE-P (partial – main)	C – Change service order (remove TNs lost) N – New service order (re-establish account with TNs staying with current CLEC)	Both C and N service orders – “completion” status ORSID identifies losing CLEC Note C Note D Note F	Both C and N service orders – “completion” status If Migration (ACT V), ONOCN identifies losing CLEC
2.B.3	Resale to UNE-P (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – “completion” status RSID identifies losing CLEC Note C Note D Note F	Both C and N service orders – “completion” status If Migration (ACT V), NOCN on C order identifies losing CLEC
2.C.	Resale to Facility Based			

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
2.C.1	Resale to Facility Based (full)	<p>For stand-alone LNP – D – Disconnect service order</p> <p>For Loop and Loop w/LNP – C – Change service order (establish loops for winning CLEC)</p> <p>D – Disconnect Service Order</p>	<p>For stand-alone LNP – D service order “completion” status</p> <p>ORSID identifies losing CLEC</p> <p>For Loop and Loop w/LNP – Both C and D service orders “completion” status</p> <p>Both C and D service orders “completion” status</p> <p>Note C</p> <p>ORSID identifies losing CLEC</p>	<p>For stand-alone LNP – D service order “completion” status</p> <p>If Migration (ACT V), ONOCN identifies losing CLEC</p> <p>For Loop and Loop w/LNP – Both C and D service orders “completion” status</p> <p>If Migration (ACT V), ONOCN on D order identifies losing CLEC</p>
2.C.2	Resale to Facility Based (partial – main)	<p>For stand-alone LNP – C – Change service order</p> <p>For Loop and Loop w/LNP – (2) C – Change service orders</p>	<p>For stand-alone LNP – C service order “completion” status</p> <p>RSID identifies losing CLEC</p> <p>For Loop and Loop w/LNP – Both C service orders’ “completion” status</p>	<p>For stand-alone LNP – D service order “completion” status</p> <p>If Migration (ACT V), NOCN identifies losing CLEC</p> <p>For Loop and Loop w/LNP – Both C and D service orders “completion” status</p> <p>If Migration (ACT V), NOCN on C order with Outward action identifies losing CLEC</p>

SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
		Note C	
2.C.3 Resale to Facility Based (partial – aux)	For stand-alone LNP – C – Change service order For Loop and Loop w/LNP – (2) C – Change service orders	RSID on ASON order identifies losing CLEC For stand-alone LNP – C service order “completion” status RSID identifies losing CLEC For Loop and Loop w/LNP – Both C service orders’ “completion” status Note C RSID on ASON order identifies losing CLEC	For stand-alone LNP – D service order “completion” status If Migration (ACT V), NOCN identifies losing CLEC For Loop and Loop w/LNP – Both C and D service orders “completion” status If Migration (ACT V), NOCN identifies losing CLEC
2.D. UNE-P to Resale			
2.D.1 UNE-P to Resale (full)	D – Disconnect service order N – New service order (set up account for TNs migrating to winning CLEC)	Both D and N service orders – “completion” status OZULS identifies losing CLEC Note C Note E Note F	Both D and N service orders – “completion” status If Migration (ACT V or W), ONOCN identifies losing CLEC

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
2.D.2	UNE-P to Resale (partial – main)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – “completion” status ZULS identifies losing CLEC Note C Note E Note F	Both C and N service orders – “completion” status If Migration (ACT V or W), NOCN on C order identifies losing CLEC
2.D.3	UNE-P to Resale (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – “completion” status ZULS identifies losing CLEC Note C Note E Note F	Both C and N service orders – “completion” status If Migration (ACT V or W), NOCN on C order identifies losing CLEC
2.E.	UNE-P to UNE-P			
2.E.1	UNE-P to UNE-P (full)	D – Disconnect service order N – New service order (set up account for TNs migrating to winning CLEC)	Both D and N service orders – “completion” status OZULS identifies losing CLEC Note F	Both D and N service orders – “completion” status If Migration (ACT V), ONOCN identifies losing CLEC
2.E.2	UNE-P to UNE-P (partial – main)	C – Change service order (remove TNs lost)	Both C and N service orders – “completion” status ZULS on C order identifies losing CLEC	Both C and N service orders – “completion” status If Migration (ACT V), NOCN on C order identifies losing

SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
	N – New service order (set up account for TNs migrating to winning CLEC)	Note F	CLEC
2.E.3 UNE-P to UNE-P (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – “completion” status ZULS on C order identifies losing CLEC Note F	Both C and N service orders – “completion” status If Migration (ACT V), NOCN on C order identifies losing CLEC
2.F. UNE-P to Facility Based			
2.F.1 UNE-P to Facility Based (full)	For stand-alone LNP – D – Disconnect service order For Loop and Loop w/LNP – C – Change service order D – Disconnect service order	For stand-alone LNP – D service order “completion” status OZULS identifies losing CLEC Note F For Loop and Loop w/LNP – Both C and D service orders “completion” status OZULS identifies losing CLEC Note C	For stand-alone LNP – D service order “completion” status If Migration (ACT V), ONOCN identifies losing CLEC For Loop and Loop w/LNP – Both C and D service orders “completion” status If Migration (ACT V), ONOCN identifies losing CLEC

SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
		Note F	
2.F.2 UNE-P to Facility Based (partial – main)	<p>For stand-alone LNP – C – Change service order</p> <p>For Loop and Loop w/LNP – (2) C – Change service orders</p>	<p>For stand-alone LNP – C service order “completion” status ZULS identifies losing CLEC</p> <p>Note F</p> <p>For Loop and Loop w/LNP – Both C service orders “completion” status</p> <p>ZULS on ASON service order identifies losing CLEC</p> <p>Note F</p>	<p>For stand-alone LNP – C service order “completion” status If Migration (ACT V), NOCN identifies losing CLEC</p> <p>For Loop and Loop w/LNP – Both C and D service orders “completion” status</p> <p>If Migration (ACT V) NOCN identifies losing CLEC</p>
2.F.3 UNE-P to Facility Based (partial – aux)	<p>For stand-alone LNP – C – Change service order</p> <p>For Loop and Loop w/LNP – (2) C – Change service orders</p>	<p>For stand-alone LNP – C service order “completion” status ZULS identifies losing CLEC</p> <p>Note F</p> <p>For Loop and Loop w/LNP – Both C service orders “completion” status</p>	<p>For stand-alone LNP – C service order “completion” status If Migration (ACT V) NOCN identifies losing CLEC</p> <p>For Loop and Loop w/LNP – Both C service orders “completion” status</p>

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
			Note C Note F ZULS identifies losing CLEC	If Migration (ACT V) NOCN identifies losing CLEC
2.G.	Facility Based to Resale			
2.G.1	Facility Based to Resale (full)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.G.2	Facility Based to Resale (partial – main)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.G.3	Facility Based to Resale (partial – aux)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.H.	Facility Based to UNE-P			
2.H.1	Facility Based to UNE-P (full)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.H.2	Facility Based to UNE-P (partial – main)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.H.3	Facility Based to UNE-P (partial – aux)	N- New service order (setting up account for winning CLEC)	Note B	Note B
2.I.	Facility Based to			

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
	Facility Based			
2.1.1	Facility Based to Facility Based	C-Change Service Order (migrate loops from losing CLEC) C-Change Service Order (migrate loops to winning CLEC)	N/A (Line Loss not provided).	Both C service orders "completion" status. If Migration (ACT V), AECN (of "C" order with outward action) identifies losing CLEC
3.	Wholesale to Retail	service orders (created as result of LSR).		
3.A.	Retail to Resale			
3.A.1	Retail to Resale (full)	C – Change service order	C service order – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division Note F	C service order – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division
3.A.2	Retail to Resale (partial – main)	C – Change service order (set up account for TNs migrating to winning CLEC) N – New service order Re-establish account with only TNs staying with retail	Both C and N service orders – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division Note F	Both C and N service orders – "completion" status OZBU CS/EB/SB/CB identifies SBC losing retail division

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
3.A.3	Retail to Resale (partial – aux)	C – Change service order (remove TNs lost) N – New service order (set up account for TNs migrating to winning CLEC)	Both C and N service orders – “completion” status ZBU CS/EB/SB/CB identifies SBC losing retail division Note F	Both C and N service orders – “completion” status ZBU CS/EB/SB/CB identifies SBC losing retail division
3.B.	Retail to UNE-P			
3.B.1	Retail to UNE-P (full)	C – Change service order	C order – “completion” status OZBU CS/EB/SB/CB identifies SBC losing retail division Note F	C order – “completion” status OZBU CS/EB/SB/CB identifies SBC losing retail division
3.B.2	Retail to UNE-P (partial – main)	C – Change service order (set up account for TNs migrating to winning CLEC) N – New service order (re-establish account with only TNs staying with retail)	Both C and N service orders – “completion” status OZBU CS/EB/SB/CB identifies SBC losing retail division Note F	Both C and N service orders – “completion” status OZBU CS/EB/SB/CB identifies SBC losing retail division
3.B.3	Retail to UNE-P (partial – aux)	C – Change service order (remove TNs lost)	Both C and N service orders – “completion” status	Both C and N service orders – “completion” status

SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
	N – New service order (set up account for TNs migrating to winning CLEC)	ZBU CS/EB/SB/CB identifies SBC losing retail division Note F	ZBU CS/EB/SB/CB identifies SBC losing retail division
3.C.	Retail to Facility Based		
3.C.1	Retail to Facility Based (full)	For LNP stand-alone – D – Disconnect service order For Loop and Loop w/LNP – C – Change service order D – Disconnect service order	For LNP stand-alone – D service order “completion” status OZBU CS/EB/SB/CB identifies SBC losing retail division For Loop and Loop w/LNP – Both C and D service orders “completion” status OZBU CS/EB/SB/CB identifies SBC losing retail division
3.C.2	Retail to Facility Based (partial – main)	For LNP stand-alone – C – Change service order	For LNP stand-alone – C service order “completion” status ZBU CS/EB/SB/CB identifies

SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
	For Loop and Loop w/LNP – (2) C – Change service orders	identifies SBC losing retail division Note F For Loop and Loop w/LNP – Both C service orders “completion” status ZBU CS/EB/SB/CB identifies SBC losing retail division Note F	SBC losing retail division For Loop and Loop w/LNP – Both C service orders “completion” status ZBU CS/EB/SB/CB identifies SBC losing retail division
3.C.3 Retail to Facility Based (partial – aux)	For LNP stand-alone – C – Change service order For Loop and Loop w/LNP – (2) C – Change service orders	For LNP stand-alone – C service order “completion” status ZBU CS/EB/SB/CB identifies SBC losing retail division Note F For Loop and Loop w/LNP – Both C service orders’ “completion” status	For LNP stand-alone – C service order “completion” status ZBU CS/EB/SB/CB identifies SBC losing retail division For Loop and Loop w/LNP – Both C service orders’ “completion” status ZBU CS/EB/SB/CB identifies SBC losing retail division

	SCENARIOS	SERVICE ORDERS	LINE LOSS TRIGGER (Note A) Issue 7/LSOR 4	LINE LOSS TRIGGER (Note A) LSOR 5
			ZBU CS/EB/SB/CB identifies SBC losing retail division Note F	

Note A: For the line Loss Notifications trigger, wholesale Issue 7, LSOR 4 and 5 and retail activity are all driven by the service order activity in ASON. However, the systems that process the trigger differ in wholesale by version – for Issue 7 and LSOR 4 – the system is MOR/Tel and for LSOR 5 – the system in LASR.

Note B: Where TNs are porting in from another provider, no Loss Notification is sent since the TN(s) do not reside on SBC's network.

Note C: For Issue 7 and LSOG 4 activity, an additional MorTel segment process was being followed. This “segment” process was required for CLEC to CLEC migration from one product to a different product (e.g. Resale to UNE-P). Going forward, this process will no longer be used for non-complex migrations.

Note D: MOR compares the RSID value with outward activity on the service order to the customer profile (maintained in MOR) of the winning carrier. Where MOR determines that the current carrier is the same as the winning carrier, no loss notification is sent.

Note E: MOR compares the ZULS value with outward activity on the service order to the customer profile (maintained in MOR) of the winning carrier. Where MOR determines that the current carrier is the same as the winning carrier, no loss notification is sent.

Note F: MOR compares the RSID or ZULS value with outward activity on the service order to the customer profile (maintained in MOR) of the winning carrier.